IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Abblicants:

James J. Crow; Dennis L. Parker

Assignee:

Motive, Inc.

Title:

SEP 0 7 2004

Broadband Service Control Network

Serial No.:

09/542,602

Filed:

April 4, 2000

Examiner:

Adnan M. Mirza

Group Art Unit:

2141

Docket No.:

MTV0014US

Austin, Texas September 1, 2004

MAIL STOP AMENDMENT COMMISSIONER FOR PATENTS P. O. Box 1450 Alexandria, VA 22313-1450

RECEIVED

SEP 0 9 2004

INFORMATION DISCLOSURE STATEMENT UNDER 37 C.F.R. § 1.97(c)(2)

Technology Center 2100

Dear Sir:

Pursuant to 37 C.F.R. § 1.56, § 1.97 and § 1.98, the documents listed on the accompanying PTO Form-1449 are called to the attention of the Examiner for the above patent application. Copies of these documents are enclosed.

Citation of these documents shall not be construed as:

- 1. an admission that the documents are necessarily prior art with respect to the instant invention;
- 2. a representation that a search has been made; or
- 3. an admission that the information cited herein is, or is considered to be, material to patentability as defined in § 1.56(b).

The fee of \$180.00 under 37 CFR §1.17(p) for submission of an Information Disclosure Statement (plus any other fees which may be required) is authorized in an accompanying transmittal letter.

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on September 1, 2004.

Attorney for Applicants Date of Signature

Respectfully submitted,

D'Ann Naylor Rifai

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Sheet 1 of 1

	U.S. Department of Commerce, Patent and Trademark Office					Atty Docket No.		Serial No.	
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(Use several sheets if necessary)					James J. Crow; Dennis L. Parker				
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U.S. Patent Documents									
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*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with your communication to applicant.									